STATE OF IOWA DEPARTMENT OF
Health and Human
SERVICES

Accessibility Gone Viral

Iowa Medicaid Competency-Based Training for LTSS Providers

Daman Wandke, Founder & CEO, Wandke Consulting

https://www.wandke.com

Please Consider taking this pre-test while we wait to begin. https://www.surveymonkey.com/r/Pre-test-accessibilitygoneviral

Disability: Part of the Equity Equation

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Introductions

Daman Wandke, Founder & CEO, Wandke Consulting

- IT Accessibility Expert
- Specializes in Switch testing
- Loves to travel

Disability Awareness

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Disability Stats

A range of impairments--physical, mental, or cognitive– which limits a person in their life activities, movements, and/or senses.

- 61 million people in the United States
- Over one billion people in the world
- Poor Representation
- Continues to be a lack of access

What is Accessibility?

The design of products, devices, services, or environments
to be usable by diverse audiences.

"Do the best you can until you know better.
Then when you know better, do better."
~ Maya Angelou

Accessibility is not "one-size-fits-all"

- Diverse range of abilities
  - All disabilities are a spectrum
  - Disability can be binary or dynamic
  - Not all disabilities are visible
- Diverse range of access needs
  - Wheelchair users
  - Low vision and blind
  - Deaf and hard of hearing
- The Americans with Disabilities Act (ADA)

Disability is Diversity

- People with disabilities have likes and dislikes just like everyone else.
- Disability intersects with every other identity in which one can hold.
- Disability does not discriminate; anyone can become disabled at any time.
- Disability is not someone's only identity.
- Culture and other identities can influence how one views/perceives their disability.

Ableism

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What is Ableism?

Ableism is discrimination and social prejudice against people in the disability community due to the belief that typical abilities are better/superior.

Roots of Ableism: Money

- Money is a root cause of Ableism. I often hear businesses say:
  - Accessibility is too expensive.
  - We did not build accessibility into the budget this year.
  - Investing in accessibility is not worth it.

Roots of Ableism: Environment

- The Environmentalism Movement is good, but this cause has come with an expense to the disability community.
  - I hear people say, "Single-use items are wasteful and lazy".
    - Three examples are:
      - Plastic straws.
      - Pre-cut fruit.
      - K-Pods for Keurig.

Roots of Ableism: Health

- Covid: When health as a society was at risk, the environmental idea of single-use items as being wasteful disappeared.

- Health of society has driven negative aspects throughout history.
  - An example is questioning whether disabled people should have kids, especially if they have a genetic disorder.
    - This stems from the Eugenics movement and sterilization and
    - Hitler's ideology of a perfect society.

Roots of Ableism: Fear

- There is such a negative idea of disability.
  - There is a subconscious understanding that anyone can join our community at anytime, so they avoid the topic.
  - People don't want to talk about what they don't understand which leads to misconceptions.

Changing Perception

- Medical Model: disability solely defined by impairment(s)/difference(s)
- Social Model: disability solely defined by barriers imposed by society

Breaking Stereotypes

- Make no assumptions: It is always better to ask than assume.
- Offer help but respect our answer.
- We will typically ask if we need help.
- Adults with disabilities can make their own decisions unless otherwise specified.
- Do not base age/intellect on appearance/ability to speak.
- We are not living encyclopedias and not everyone wants to answer questions.

Promote Disability Awareness

Incorporate disability awareness into best practices:

- Evaluate your accessibility.

- Model disability inclusion.

- Put what you learn into action.

- Accessibility is cheaper than you think: Accessibility benefits everyone.

On a human level:

- Do not tell a person how they should feel about their disability.

- Your discomfort is not the disabled person's problem.

Disability as an Asset

What is Universal Design?

The design that allows anyone to have access to that design regardless of age or ability with minimal or no accommodations or adaptations. Simply put, Universal Design is good design.

1. Equitable Use
2. Flexibility in Use
3. Simple and Intuitive Use
4. Perceptible Information
5. Tolerance for Error
6. Low Physical Effort
7. Size and Space for Approach and Use

Curb Cut Effect

- The theory in which a design, like a curb cut, was originally designed for the disability community yet benefits all of society.

"Let people with disabilities help you

look sideways and in the process solve

some of the greatest problems."

~ Elise Roy

Benefits Society

When you design for the disability community, you not only design things that are inclusive but often better for the general public. When we design for the disability community, we all benefit:

- Texting, Email, and Zoom
- Elevators, Ramps, and Curb Cuts

Benefits the Disability Community

When we create good designs, the disability community benefits as accessibility is no longer a medical expense but a mainstream commodity:

- Smart Phones and Tablets
- Smart Devices

Disability in the Workplace

- People with disabilities bring a unique perspective to work:
  - The world was not created for us.
  - Innovative thinkers, we think outside the box.

Inclusion in the Workplace

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Employment Stats

- Ages 16-64:

  o Employment rate for persons with disabilities: 38%

  ▪ Employment rate for non-disabled: 77.1%

  o Unemployment Rate for persons with disabilities: 8.3%

  ▪ Unemployment rate for non-disabled: 3.2%

Routes

- The preferred accessible route is the same route that everyone else uses.

- Label accessible routes like alternative entrances, bathrooms and elevators.

- Ensure that all accessible routes are kept unblocked and unlocked.

- Ensure all accessible routes are known by all staff.

- Provide a phone number in large contrasted print at non-accessible entrances and inside bathrooms.

Safety

- Install grab bars in bathrooms.

- If you update your space, let blind individuals know.

- Clearly indicate slippery or uneven ground/poorly contrasted transitions.

- Alarms need a sound alternative like lights and vibration.

- Establish a fire safety plan for disabled employees and customers.

Disability Inclusive Environments

- Create a workplace that is supportive and accepting of all people.
- Create an environment that is open to asking for accommodations.
  - Virtual meetings make working from home a reasonable accommodation.
  - Closed Captions/Auto captions are beneficial.
- Ensure that documents and fliers are easy to read text, with good color contrast, and QR codes to access alternative accessible formats.
- Place all essential items at a reachable level.

Welcoming Websites

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Web Content Accessibility Guidelines (WCAG) 2.1 AA

- Authored by the World Wide Web Consortium (W3C)

- Divided into three Levels: A, AA, AAA

- WCAG 2.1 AA is currently recognized as the website standard.

Closed Captions (CC)

Definition: A feature that displays spoken text; a transcription of the audio portion of a program as it occurs.

Best Practices:

- Provide on all videos.

- At your place of employment, ensure employees know how to turn captions on and off.

Transcripts

Definition: Written text of an audio file.

Best Practices:

- Provide a screen-reader accessible transcript with every audio file.
  - o Transcripts ensure that everyone knows not only what is being said but has a full understanding of what is going on throughout the video.

Audio Description

Definition: Commentary and narration in between portions of spoken audio that describe the scene, characters, and their actions, and any non-verbal yet relevant visual to provide context.

Best Practices:

- Incorporate audio description into all videos.
- When creating audio description, provide clear contextual narration.
  - Incorporating the description into the original video saves time and money.

Alternative Text (Alt Text)

Definition: A textual alternative to non-text content.

Best Practices:

- Insert alt text into every image.

- When a graphic is solely decorative with no context, mark as decorative.

- Keep alt text concise.

- If there is no place to insert alt text, add an "Image Description" followed by the alt text. This can also work for videos with no audio description.

Color Contrast

Definition: The difference between two colors, such as for a font or image and its background.

Best Practices:

- Ensure all readable text and icons have sufficient color contrast.

  o The more one color differs from another creates a better contrast and allows for easier reading.

Descriptive Link Text

Definition: A link embedded in text that describes where the link will take the user.

Best Practices:

- Use the title of a website or article as your link text.

- Do not use "click here" or "read more".

  o When there are links in a document or web page, screen reader users can pull up a list of links embedded on the page.

Heading Structure

Definition: The structure of headings that is built into platforms like Microsoft Word and WordPress.

Best Practices:

- Use a built-in heading structure on your documents and web pages.

- Ensure that headings do not skip a level; for example, from heading 1 to heading 3.

- After creating headings using the built-in structure, you can then change the size of the text to fit your needs.

   o Screen reader users create a table of contents from the headings.

Keyboard Accessibility

Definition: Assistance that any onsite content can be reached using only a keyboard.

Best Practices:

- Test out your website by only using the tab and enter keys on your keyboard.

Wandke Consulting Services

- **Web Accessibility**: Our technical and functional accessibility testing and remediation ensures that your website is accessible and compliant.

- **Disability Inclusion Training**: We provide training for organizations looking to bring accessibility to the forefront of the DEI conversation. We also offer our expertise as keynote speakers for conferences, webinars, and events.

- **Accessible Content and Best Practices**: Accessibility is a part of DEI. Our disability inclusion expertise helps organizations develop or review curricula, trainings, mentorship programs, and policies that increase disability awareness within your organization.

- **Inclusive Marketing**: Our unique perspective as people with disabilities allows us to serve as advisors on social media, advertising, PR, and marketing campaigns.
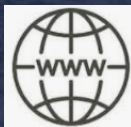
Q & A

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Upcoming Training:

Incident Reporting for HCBS Providers
March 8, 2023. Registration Open.

Quality Assurance and Quality Improvement (Part 2)
April 11, 2023. Registration Open.

Restraint, Restriction, and Behavioral Intervention
Possibly May 2023. Date, time and location TBD.

Transitions in Level of Care – Facility to HCBS
June 2023. Date, Time and location TBD.

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Training Archive:

RECORDINGS AVAILABLE:

Behavior Intervention Plan Development

CMS Settings: State Transition Plan Update

Introduction to Waiver Services in Iowa

Positive Behavior Supports

Mental Health Crisis Response

Adopting a Trauma Lens in Children's Services

Introduction to Motivational Interviewing

Person-centered Planning

Service Documentation (general and for HCBS Providers)

Transitions in Care – Hospital to Community-Based Care

RECORDINGS COMING SOON:

"Will Manage Emotions" Isn't Enough

Guardian, Conservatorship, Payee Basics

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Competency Quiz

Please complete the first page – a competency evaluation – to receive your certificate of completion

and let us know your feedback on the second page in a survey.

https://www.surveymonkey.com/r/Competency-accessibilitygoneviral

Email HCBSTTA@dhs.state.ia.us with any questions or technical issues.

Feedback Survey:

Please complete the first page – a competency evaluation – to receive your certificate of completion
and let us know your feedback on the second page in a survey.
https://www.surveymonkey.com/r/Feedback-accessibilitygoneviaral

Email HCBSTTA@dhs.state.ia.us with any questions or technical issues.